



COUNTY OF SAN DIEGO

Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

WORKERS' COMPENSATION ADJUSTER

Class No. 002465

SENIOR WORKERS' COMPENSATION ADJUSTER

Class No. 002466

■ CLASSIFICATION PURPOSE

To analyze, review, and investigate Workers' Compensation claims filed by County employees and bring such cases to resolution either by approval, negotiated settlement, denial, or administrative hearing; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Workers' Compensation Adjuster:

This is the journey-level class in this series. Under general supervision, incumbents in this class carry an indemnity caseload including those that are complicated or litigated.

Senior Workers' Compensation Adjuster:

This is the first-line supervisor class in this series. Under general direction, incumbents in this class are responsible for providing technical guidance and training to subordinate Workers' Compensation Adjusters, Specialists or support staff. Incumbents exercise considerable judgment in decision making and problem solving in the interpretation and application of the Workers' Compensation Laws of California and Case Law.

■ FUNCTIONS

The examples of essential functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position.

Essential Functions:

1. Reviews, investigates, and processes reports and claims concerning on-the-job injuries or job-related illnesses of County employees.
2. Analyzes work injury circumstances to determine merit and estimates probable/potential financial impact.
3. Responds to inquiries from employees, rehabilitation counselors, doctors and legal professionals.
4. Prepares cases for legal defense.
5. Arranges disability evaluation appointments and maintains medical control.
6. Rates permanent disabilities per the California Rating Schedule.
7. Approves payment for medical services, temporary and permanent disability allowances and awards.
8. Analyzes investigative reports, police reports and pursues subrogation recovery.
9. Represents the County at Workers' Compensation Appeals Board hearings.
10. Evaluates and pursues potential recovery of damages from responsible third parties.
11. Recommends approval, denial and adjustment of claims and requests for injury leave.
12. Initiates reports and notices as required by the Workers' Compensation Appeals Board in a timely manner to minimize County costs.

13. Develops, maintains and analyzes statistical data on claims expenditure trends and provides appropriate reports and recommendations based on such analysis.
14. Stays current on Workers' Compensation and civil claims litigation.
15. Provide courteous, high quality service to members of the public by personally responding to requests for service or making appropriate referral.

SENIOR WORKERS' COMPENSATION ADJUSTER

In addition to the above functions:

1. Trains, directs and reviews the work of subordinate professional and paraprofessional staff performing case management support functions.
2. Monitors monetary reserves of cases and advises management of changes and necessary fund supplements.
3. Performs special projects such as statistical work analysis, studying and recommending application programming enhancements and conducting special training in area of expertise regarding reporting and legal requirements.
4. Supervises professional staff.
5. Carries a specialized, high volume, complex Workers' Compensation caseload.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Terminology used in the medical profession relevant to occupational injuries and diseases.
- California Labor Code provisions and case laws governing Workers' Compensation.
- California Motor Vehicle Code.
- Effective claims management and office procedures.
- Practices and procedures of claims management including investigation, evaluation and settlement strategies.
- Environmental health issues (e.g., hazardous waste management and asbestos abatement).
- Federal and state safety regulations (e.g., OSHA, Cal-OSHA).

Skills and Abilities to:

- Understand and interpret laws, ordinances, rules, official documents and case law.
- Write clear, concise and complete reports.
- Communicate and interact in situations requiring tact, instruction, persuasion and counseling including conferences, hearings, interviews, group discussions and negotiations.
- Manage a case load and respond to claims in timely manner.
- Direct and monitor the work of assigned paraprofessional assistants performing case support duties.
- Prepare recommendations and design plans for studies.
- Train, coordinate and review the work of specialized Workers' Compensation unit.
- Establish and maintain effective working relationships with representatives from a broad spectrum of occupations, various levels of management, and the general public.
- Oversee and perform case management duties on a large, complex and specialized area of Workers' Compensation.
- Analyze, develop and recommend changes in methods, policies and procedures for claims processing.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in adverse situations, which require a high degree of sensitivity, tact and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Provide prompt, efficient and responsive service.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying experience are:

Workers' Compensation Adjuster

1. Five (5) years in the last eight (8) years of on-the-job experience adjusting or supervising California workers' compensation claims; OR
2. Successfully passed the Self-Insurance Administrator's Exam (written examination) specified by Title 8, Section 15452 of the California Code of Regulations and has either: (1) worked as a claims adjuster or supervisor of workers' compensation claims continuously since passing the examination, or (2) passed the exam within the previous five years; OR
3. Claims Adjuster Designation. Claims Adjuster must provide their Designation from previous employer prior to employment start date. If no Designation is provided, Claims Adjuster must complete required training hours within 12-month period per Section 2592.02 (b) of the California Code of Regulations and/or the Self-Insurance Administrator's Exam.

Senior Workers' Compensation Adjuster

1. Five (5) years in the last eight (8) years of on-the-job experience adjusting California workers' compensation claims; or supervising claims adjusters handling workers' compensation claims, OR
2. Successfully passed the Self-Insurance Administrator's Exam (written examination) specified by Title 8, Section 15452 of the California Code of Regulations and has either: (1) worked as a claims adjuster or supervisor of workers' compensation claims continuously since passing the examination, or (2) passed the exam within the previous five years, OR
3. Claims Adjuster Designation. Claims Adjuster must provide their Designation from previous employer prior to employment start date. If no Designation is provided, Claims Adjuster must complete required training hours within 12-month period per Section 2592.02 (b) of the California Code of Regulations and/or the Self-Insurance Administrator's Exam, AND
4. Two (2) additional years of on-the-job experience adjusting California workers' compensation claims; or supervising claims adjusters handling workers' compensation claims.

Notes:

- 1) Workers' Compensation Adjuster and Sr. Workers' Compensation Adjuster. If the required training hours are not completed within a 12-month period after initial appointment, this will result in failure of probation.
- 2) Workers' Compensation Adjuster and Sr. Workers' Compensation Adjuster shall complete 30 hours of post-designation training every two (2) years per Section 2592.02 of the California Code of Regulations.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Continuous upward and downward flexion of neck. Frequent: standing, sitting, bending and stooping, twisting of waist, side-to-side turning of neck, fine finger dexterity to operate keyboards and writing materials. May carry materials weighing up to 15 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

A valid California class C driver's license, which must be maintained throughout employment in these classes, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in these classes may be required to use their own personal vehicle.

Certification/Registration

The following are highly desirable but not required:

- Bachelor's degree from an accredited college or university.
- Insurance Educational Association (I.E.A.) certification.
 - State of California Certificate of Self-Insurance Administration.
 - State of California Workers' Compensation Claims Administration Certificate (WCCA).
- Workers' Compensation Claims Professional Certification (WCCP).

Working Conditions

Office environment; exposure to computer screens.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: October 27, 2006

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